

 **ADMINISTRATIVE PERSONNEL SATISFACTION SURVEY**

Dear Staff

This survey was developed by the Quality Commission-Quality Accreditation Office of Istanbul Medipol University. The application, analysis and evaluation of the survey will be carried out by the said unit. The purpose of the survey is to learn the opinions and thoughts of our administrative staff in order to improve quality processes. The survey includes questions about first your personal information and then your evaluation of quality processes. Please do not enter any information about your identity. There are 5-point Likert ratings in each survey item to reflect your satisfaction levels. Please tick the items according to your satisfaction level. In the last part, you can write your comments and suggestions separately.

Protection of personal privacy is essential in the survey.

Thank you for your participation and support.

Quality Commission-Quality Accreditation Office

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| SECTION 1: Personal Information (The information in this section will only be used for statistical purposes.)1. Sex : Woman ( ) Man ( )
2. Age : **(Please choose…)**
3. Total working time (Year) : **(Please choose…)**
4. Working time at Medipol University (Year) : (Please choose…)
5. Location: (Please choose…)
6. Educational Background : Primary School ( ) Secondary School ( ) High School ( ) Associate Degree ( ) Undergraduate ( ) Master's () Doctorate ( )
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|  |  | *You can rate the following items between 1 (Strongly Disagree) and 5 (Strongly Agree). If you do not have enough idea about an item, you can check the "Neutral" option.* |
|  | SECTION 2: Satisfaction Assessment Criteria | 1 | 2 | 3 | 4 | 5 |  |
|  | GOVERNANCE STATUS | Completely Disagree | Disagree | Somewhat Agree | Agree | Completely Agree | Neutral |
| 1 | I am satisfied with the functioning of administrative services. |  |  |  |  |  |  |
| 2 | I am satisfied with the performance evaluation system applied at our university. |  |  |  |  |  |  |
| 3 | In-service training, career development and self-development opportunities at our university are at a sufficient level. |  |  |  |  |  |  |
| 4 | I can easily reach my unit managers when and where necessary. |  |  |  |  |  |  |
| 5 | I can comfortably share my problems related to the work with the managers. |  |  |  |  |  |  |
| 6 | My unit managers guide my decisions directly related to my job. |  |  |  |  |  |  |
| 7 | My unit managers take into account my suggestions to improve the quality of the work. |  |  |  |  |  |  |
| 8 | My unit managers support new ideas. |  |  |  |  |  |  |
| 9 | The number of administrative staff in our unit is sufficient |  |  |  |  |  |  |
| 10 | My job description, authority and responsibility are clearly defined. |  |  |  |  |  |  |
|  | SATISFACTION WITH THE SERVICES |  |  |  |  |  |  |
| 11 | I am satisfied with the cleaning services of our university. |  |  |  |  |  |  |
| 12 | I am satisfied with the variety of meals offered by our university cafeteria. |  |  |  |  |  |  |
| 13 | I am satisfied with the taste of the food offered by our university cafeteria. |  |  |  |  |  |  |
| 14 | I am satisfied with the cafeteria services of our university in terms of hygiene. |  |  |  |  |  |  |
| 15 | I am satisfied with our university's tea-coffee and catering services. |  |  |  |  |  |  |
| 16 | The compatibility (ergonomics) level of the physical space where I work at our university is high. |  |  |  |  |  |  |
| 17 | I find the health services provided by Medipol health group sufficient |  |  |  |  |  |  |
| 18 | I am satisfied with the security services provided by our university. |  |  |  |  |  |  |
| 19 | I am satisfied with the disaster management services provided by our university (fire, earthquake, etc.) |  |  |  |  |  |  |
| 20 | I am satisfied with the shuttle service provided by our university. |  |  |  |  |  |  |
| 21 | I am satisfied with the transportation services (transportation vehicles allocated for meetings, events, etc.) provided by our university. |  |  |  |  |  |  |
| 22 | I am satisfied with the vehicle entrance and parking lot arrangements of our university. |  |  |  |  |  |  |
| 23 | I think it is necessary to provide kindergarten and nursery services in our university. |  |  |  |  |  |  |
| 24 | I find the communication facilities (e-mail, announcements, boards, etc.) of our university sufficient. |  |  |  |  |  |  |
| 25 | I am satisfied with the wage policy of our university. |  |  |  |  |  |  |
| 26 | I am satisfied with the social opportunities provided by our university. |  |  |  |  |  |  |
| 27 | I am satisfied with the services provided by our university's Health, Culture and Sports Unit. |  |  |  |  |  |  |
| 28 | I am satisfied with the opportunities provided by our University's Continuing Education Center (SEM). |  |  |  |  |  |  |
| 29 | I am satisfied with the services provided by our university's Press and Broadcasting Unit. |  |  |  |  |  |  |
| 30 | I am satisfied with the technical support / assisting services of our university |  |  |  |  |  |  |
| 31 | I am satisfied with the work of the Quality Commission of our university. |  |  |  |  |  |  |
|  | CORPORATE COMMITMENT AND ENVIRONMENTAL IMPACT |  |  |  |  |  |  |
| 32 | I am not worried about losing my job. |  |  |  |  |  |  |
| 33 | My performance and achievements are sufficiently appreciated by my managers. |  |  |  |  |  |  |
| 34 | The level of cooperation in teamwork is high. |  |  |  |  |  |  |
| 35 | Our university takes the necessary care to protect the environment and ecological balance. |  |  |  |  |  |  |
| 36 | Our university will contribute to Turkey's growth and development. |  |  |  |  |  |  |
| 37 | Our university follows policies based on ethical and social values. |  |  |  |  |  |  |
| 38 | I am glad to be an employee of our university. |  |  |  |  |  |  |
| SECTION 3: Any Other Comments That You'd Like to Communicate Other Than The Questions Above: |
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